

ROLES AND RESPONSIBILITIES

This section describes the responsibilities of each level for implementing and supporting the Building Management Program.

The Commanding Officer: Responsible for the upkeep and mission readiness of all facilities assigned under their cognizance while in command.

The FMO: Appointed by the Commanding Officer and provides maintenance and planning of Real Property (RP). Through the FMD staff, the FMO provides support to Building Management Personnel.

The Building Manager Coordinator (BMC): Responsible for the administrative oversight of the FMD Building Manager Program and coordination of [training](#) support to Building Managers.

FMD Planner: Specialists in a myriad of technical areas, the planner assist, the Building Manager with the generation and submission of Work Orders that are beyond service scope and clarification of policy or procedure in the absence of clear direction or command instruction.

Tenants: All NASP Department Heads or Commanding Officers exercising oversight of any governmental facility will be defined for the purposes of this document as “TENANTS”. Each Tenant is directly responsible for ensuring the overall wellness of their assigned facility(s) to include reasonable care, cleanliness, and minor maintenance. Tenants shall designate in writing to the BMC, a Building Manager (BM) and Building Manager Alternate(s) (BMA), which will oversee all facilities under their cognizance per this guidance and serve as the primary point of contact between the Building Manager Coordinator, FMD Planners and various command support entities. The letter of designation is further described in the section titled “[GETTING WORK DONE](#)”.

Building Manager (BM)/Building Manager Assistant (BMA): The BM and BMA are responsible to the Tenant and the BMC for the upkeep and maintenance of the government facility(s) assigned to them. Within this capacity, the Building Manager is expected to perform Self Help projects, prepare for various health and safety inspections, document and report (Service Calls) deficiencies in the material and or cosmetic appearance of the facility, as well as Fire Warden duties and the initiation of Emergency Service Calls for situations involving potential loss of life or property. The BMA will act in the BMs absence during times of leave, illness or deployment. The BMA shall stay abreast of all issues affecting their assigned facility(s) and shall remain cognizant of all actions and issues initiated by the BM. Additionally, in facilities occupied by multiple Tenants, the BM for the primary Tenant (the Tenant who occupies the largest square footage or the main Command/Department within that facility) will have information on how to gain access to their spaces. The primary Tenant/Command/Department will be determined by FMD. For safety reasons it is imperative that this function be assumed by the BMA when the BM is not available.

The BOSS Contract Service Provider: Responsible for the provision of maintenance and repair to the Pensacola Naval Complex that requires less than 32 hours labor. The contract service provider maintains the Customer Assistance Center (CAC) to whom Service Calls are submitted.

Facilities Support Contract Division (FSCD): The FMD contract service provider is governed by a Performance Work Statement (PWS or Statement of Work), which is divided into sections called annexes. The FSCD handles all customer comments regarding contracted services such as the BOSS Contract. In order to minimize the operational impact of resolving customer concerns and issues, FMD is not a part of the customer comment process. The documented procedure to address issues with the BOSS Contractor is to contact the Contract Surveillance Representative (CSR) for the appropriate annex using the annex description as a guide. In the event of an emergency, an FSCD representative may be reached at the phone number provided. The FSCD comment process ensures a timely and uniform method of resolving all customer issues (For details on how to submit a customer comment, see the FSCD section of this document).